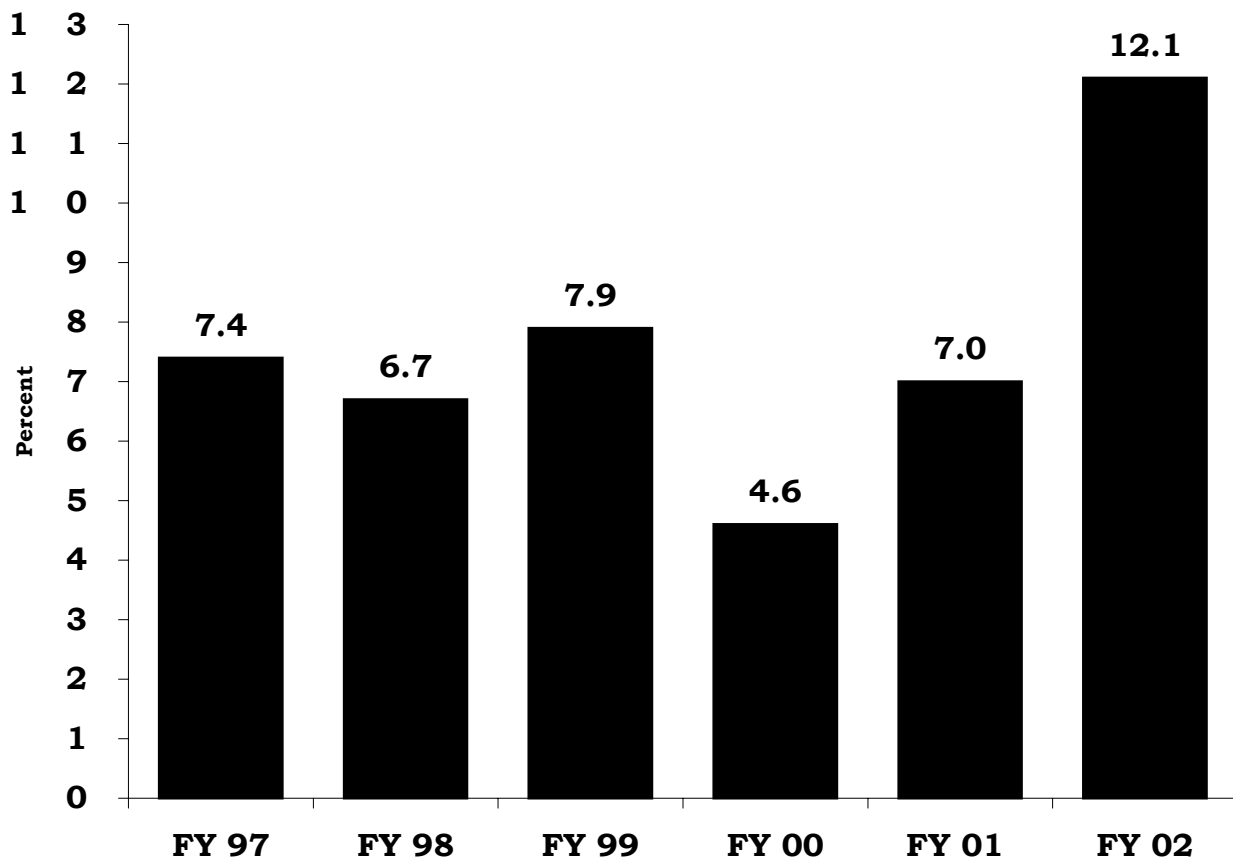


***Arbitration
(as % of Negotiated Grievances)
FY 97 - 02***



--In FY 02, 115 out of 951 negotiated grievances were advanced to binding arbitration

Chart C